

**MANCHESTER WATER WORKS
MANCHESTER ENVIRONMENTAL PROTECTION DIVISION**

Direct Payment Application Form

Authorization Agreement for Direct Payments (ACH Debits)

A separate form must be submitted for each service address.

Please print out this form, complete and mail to:

MANCHESTER WATER WORKS
ATTN: CUSTOMER SERVICE
281 LINCOLN STREET
MANCHESTER NH 03103

Account Number: _____

(as it appears on your Water bill)

Account Number: _____

(as it appears on your EPD bill)

Account Name: _____

Service Address: _____

I hereby authorize Manchester Water Works and Manchester Environmental Protection Division, hereinafter called MWW and EPD, to initiate debit entries to my Checking Account listed below. The debit will be processed in the full amount of the MWW and EPD bills on or after 30 days from the bill date. I understand that to cancel an individual payment, I must notify MWW and EPD at least 10 business days prior to the billing due date. Direct Payment authorization will remain in effect unless permanently discontinued after having given MWW and EPD at least 10 business days notice thereof. A returned check fee of \$30 will be applied for each direct debit payment rejected by the banking institution shown on the attached voided check. I will notify MWW and EPD in writing at least 10 business days prior to my due date, using a new application form, if I change banks or wish to use a different bank account for payments on the water and sewer accounts. MWW and EPD reserve the right to deny or cancel any application at its discretion. **By signing the authorization below, I agree to these terms and also acknowledge that I am a customer of MWW and/or EPD as it applies to the above-noted service accounts.**

Name (print): _____

Billing Address: _____

Daytime Phone #: _____ **E-mail:** _____

Signature: _____ **Date:** _____

For questions concerning the Direct Payment Service call MWW Customer Service at 603-624-6494 or EPD Customer Service at 603-624-6522.

ATTACH VOIDED BLANK CHECK HERE

For Office Use Only:	Date Entered: _____
Cycle – Route: _____	Application Approved By: _____
Application Complete: _____	Date Approved: _____

Manchester Water Works (MWW)

Manchester Environmental Protection Division (EPD)

Direct Payment FAQ

What is Direct Payment?

Direct Payment is a fast and reliable way to pay your water and sewer bills. When you use Direct Payment, you authorize MWW and EPD to collect payment for your water and sewer bills directly from your checking account.

What are the benefits of Direct Payment?

You save time because there are no checks to write. You save money avoiding the cost of mailing and, except in case of rejected Direct Payment debits; you will never incur a late charge. You can be assured your water and sewer bills will be paid in full and on time even if you are away from home.

How much will Direct Payment cost me?

Direct Payment is a service provided by MWW and EPD at no charge to our customers.

How will I know the amount of the payment and when will I be debited?

As in the past, you will receive your water and sewer bills in the mail. On your bill you will see “***DIRECT PAYMENT NOTICE – SEND NO PAYMENT***”. Debiting of your checking account will be on or after 30 days from the billing date for the full amount of your MWW or EPD bill.

Can I cancel a single payment without discontinuing the Direct Payment service altogether?

Yes. To cancel a single payment, contact the respective department at least 10 business days prior to the due date and request that your automatic payment be cancelled for that billing period only. Direct Payment will still be set up for subsequent billing periods.

MWW Customer Service at 603-624-6494 EPD Customer Service at 603-624-6522

What if I think my bill is incorrect?

For questions concerning the correctness of water bills, contact MWW as soon as you receive your water bill. For questions concerning the correctness of sewer bills, contact EPD as soon as you receive your sewer bill. Every effort will be made to make any necessary corrections before the due date. Also, if you do not see the Direct Payment notice on your sewer bill, the automatic debit on your bank statement, or the amount is incorrect, contact your bank and MWW and EPD immediately.

How do I enroll?

To enroll, you need to obtain an application form. The form is available for printing from the MWW and EPD websites (www.ManchesterNH.gov/Water www.ManchesterNH.gov/EPD), for pick-up from our offices at 281 Lincoln Street and 300 Winston Street or by calling MWW or EPD Customer Service to request a form mailed to you. Complete the form, **attach a voided check** and mail it to the address shown on the form.

How long does it take to process my enrollment?

Please allow up to 60 calendar days for processing. When you see the Direct Payment notice on your water and sewer bills that means the plan has started for you. If for any reason, Direct Payment has not been activated by the time you receive your second bill, please call MWW at 603-624-6494 and EPD at 603-624-6522.

How do I discontinue my Direct Payment arrangement?

You can discontinue your Direct Payment arrangement at any time by writing or calling MWW or EPD. For telephone cancellations, please have your MWW and EPD bills available for verification purposes. We require at least 10 business days notification prior to your bill due date to discontinue your Direct Payment arrangement. Any balance due at the time of discontinuance must be paid using an alternative payment method.

MANCHESTER WATER WORKS (MWW)
MANCHESTER ENVIRONMENTAL PROTECTION DIVISION (EPD)
Direct Payment Policies

1. All applications for Direct Payment **must** be made on a Direct Payment Application Form.
2. A separate form must be submitted for **each** service address.
3. All applications must include a **voided blank check** to insure the accuracy of customer's checking account routing and account numbers.
4. All customer bank accounts will be pre-tested for \$0.00 through the ACH debit system for verification.
5. Customers will be charged \$30 for Direct Payments rejected by the customers banking institution in accordance with the City's returned check policy.
6. It is the customer's responsibility to notify MWW and EPD of changes in bank account routing information. A revised application form and **voided blank check** must be submitted when changing bank account information.
7. MWW and EPD reserves the right to deny any application or cancel existing Direct Payment arrangements with any customer at anytime without penalty.
8. Upon implementation of Combined Billing, all accounts enrolled in Direct Payment will remain on Direct Payment unless MWW is notified in writing by the customer to remove the Direct Payment option.